

# PROTECTION CONCEPT

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## INTRODUCTION

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The following protection concept describes the internal measures that we, as Savoy Hotel Baur en Ville, have taken to prevent contagion from the new corona virus. Employees are required to implement and comply with these protective measures.

### LEGAL FOUNDATIONS

COVID-19 Ordinance 2 (818.101.24), Labour Code (SR 822.11) and its ordinances

### Transmission of the new coronavirus

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The three **main transmission pathways** of the new coronavirus are:

- Close contact: If you stay less than two meters away from a sick person.
- Droplets: If a sick person sneezes or coughs, the viruses can get directly onto the mucous membranes of another person's nose, mouth or eyes.
- Hands: Contagious droplets get onto the hands when coughing and sneezing or touching the mucous membranes. From there the viruses are transmitted to surfaces. Another person can transfer the viruses to their hands and so they can get to the mouth, nose or eyes when touching each other's faces.

### Protection against transmission

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There are **three basic principles** to prevent transmission:

- Keeping distance, cleanliness, surface disinfection and hand hygiene
- Protect particularly vulnerable persons
- Social and occupational segregation of patients and persons who have had close contact with patients

The principles for preventing transmission are based on these main transmission routes.

Transmission through closer contact, as well as transmission by droplets, can be prevented by keeping a distance or by physical barriers. To prevent transmission via the hands, regular and thorough hand hygiene by all persons and cleaning of frequently touched surfaces is important.

### Action plan

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An action plan on how to proceed in case of a confirmed case of disease is part of this protection concept.

### Corona responsible / KOPAS

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The person responsible for Corona is Mr. Rolf E. Brönnimann, General Manager. The contact person for work safety and health protection KOPAS monitors the implementation of the measures.

### Corona Code

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The Savoy Hotel Baur en Ville maintains transparent communication with its employees and guests. This includes informing employees about their rights and the measures we have taken to protect them. This also includes informing employees who are particularly at risk.

We do not allow sick employees to work.

In addition, we regularly instruct employees about the hygiene measures we have taken and how to deal with customers safely. First of all, an extensive mandatory training for the entire staff was carried out before the opening of the restaurants as well as the hotel.

We inform employees transparently about the health situation in the company and point out that health data are particularly sensitive data.

We draw the attention of guests to the hygiene and protection measures. In the event of non-compliance, we are entitled to make use of our house rules.

In the event of a confirmed suspicion of corona in an employee, all persons, employees and guests, if known, will be informed immediately.

We inform our guests about the hygiene and protective measures. In the event of non-compliance, we are entitled to make use of our householder's rights.

Guests may inspect this protection concept at any time. On request, we can inform our guests which hygiene products such as disinfectants etc. we use.

All guest data in the restaurants will be deleted after 14 days. If required, we will forward this data to the responsible cantonal body for the identification and notification of suspected persons within this period.

All Corona-relevant checklists and cleaning journals are filed and kept, so that we can provide all necessary data immediately and at any time in the event of an inspection by the responsible office.

## 1. PROTECTIVE MEASURES FOR EMPLOYEES

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The company ensures that there are sufficient hygiene articles and protective material such as soap, disinfectants, paper towels, masks and gloves as well as cleaning agents.

Employees are in turn obliged to report to their supervisor if they belong to the risk group.

In principle, the following rules apply to all employees in the hotel (including restaurants):

1. Repetitive tests
2. Fever measurements
3. Mask requirement for all employees
4. Regular cleaning of the hands
5. Distance of 1.5 meters to each other
6. Regular cleaning and disinfection of surfaces and objects after use as required, especially if they are touched by several people.
7. Sick employees stay at home
8. Consideration of specific aspects of work and work situations in order to ensure protection (personal protective equipment)
9. Holidays should preferably be spent in Switzerland

### 1.1 Repetitive tests

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Each employee gives a saliva sample once a week as part of the company's Covid testing. The samples are evaluated using a PCR test. If the result is positive, the employee goes into immediate isolation. This operational testing eliminates the contact quarantine for our employees.

### 1.2 Fever measurements

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Every employee measures their body temperature at home before starting work. When the temperature is over 37.7 degrees, the employee informs his supervisor and stays at home.

### 1.3 Mask requirement

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It is mandatory for all employees to wear masks. If possible, the fabric masks from Livinguard should be used. Employees who have problems wearing this mask may use hygiene masks in consultation with their line manager. These must be changed after 4 hours at the latest.

### 1.4 Hand hygiene

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Employees are required to wash their hands before arriving at the workplace, between serving customers and before and after breaks. If this is not possible, they must be disinfected.

Disposable gloves must be changed after 1 hour, unless otherwise specified.

Hands must be washed thoroughly before putting on, taking off and after disposing of hygiene masks.

No more newspapers and magazines are displayed in the staff restaurant.

### 1.5 Keeping distance

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Everywhere in the hotel a minimum distance of 2 meters should be kept. In the Back of House, adhesive tapes on the floor should always remind the staff of this rule.

In the following areas, partition walls made of Plexiglas will also be set up: Personnel office, reservations office, F&B office.

Wherever possible, only one employee is in small rooms (chambermaid, porter, buffet staff).

In lounges, the number of people in each 4m<sup>2</sup> is limited to 1 person.

In the staff restaurant, certain seats are blocked so that the 1.5-metre distance rule can be observed. In addition, the meal times for employees will be coordinated differently (Service and cooking brigade: 11 a.m., all others: 12 p.m.)

The protective measures, in particular the 1.5-meter distance, also apply to the delivery of goods and the removal of goods and waste.

## 1.6 Cleaning

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Surfaces and objects (work surfaces, keyboards, telephones, work tools, coffee machines) must be disinfected regularly, especially when used together (in any case after each shift).

Door handles, lift buttons and banisters are disinfected several times a day. A cleaning protocol is kept.

All open rubbish bins are emptied several times a day and cleaned if necessary. The rubbish bags are disposed of in the container room. Touching waste should be avoided (use broom and shovel or gloves).

The staff toilets are cleaned and disinfected twice a day.

The uniforms are given daily for washing.

Since the cooking uniforms are washed by the employees themselves, the chef is responsible for ensuring that the cooking staff wear freshly washed cooking blouses and trousers every day.

Work rooms are regularly and sufficiently ventilated.

**Important: You cannot disinfect dirt! Dust, grease, blood and other contaminants form an excellent protective layer on the surfaces for all kinds of microorganisms and protect them from disinfection measures. It is therefore important to clean the surface thoroughly before every disinfection.**

## 1.7 Sick employees

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In the event of symptoms of a Covid-infection (at home or at work), proceed according to a separate document.

## 1.8 Special work situations

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Specific aspects of work and work situations must be considered to ensure protection. In concrete terms, this involves personal protective equipment and the right way of handling. For this reason, all employees are instructed on correct handling (putting on masks and gloves correctly, using, washing and disposing of them).

The wearing of gloves is mandatory for the following departments:

- Chasseurs
- Housekeeping
- Lingerie

In the kitchen, gloves according to the HACCP concept are worn.

Separate, closed and specially marked waste bins for used masks and gloves are available throughout the house. These are emptied at least once a day.

Service staff wear fabric gloves when setting the table. Gloves are washed daily.

## 1.9 Vacations

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Holidays in a country or area with an increased health risk according to the FOPH list must be discussed with the supervisor and will only be approved in exceptional cases. There is no entitlement to a wage or salary for the subsequent quarantine obligation, income compensation or short-time work allowance. If an employee travels on vacation to a country or area that was not on the list at the time of entry, he does so at his own risk. If the country / area in question is included on the list during his stay, he must, if

possible, return to Switzerland immediately in order to avoid the quarantine obligation (usually 48 hours after notification by the FOPH is available to the country / area is on the list). If this is not possible, the compulsory quarantine obligation is then considered as unpaid leave. Compensation from the compensation office (Hotela) is available to the employee, although he must initiate this himself.

## 2. PROTECTIVE MEASURES FOR GUESTS

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To protect the guests, various measures have been defined to which all employees must adhere. To supplement this protection concept, each department has its own checklists. It is up to the heads of department to instruct, supervise and control their employees. Cleaning checklists in the back office are intended to make employees aware of their responsibilities.

These measures are listed on the hotel's website, on lunchgate and at various points in the hotel (in the room, on menu cards, etc.).

For the sake of clarity, we distinguish the following areas:

- Restaurant in general
- Terrace Bar
- Baur (breakfast)
- Room Service
- Meeting & Events
- Kitchen
- Hotel in general
- Front Office (Réception / Concierge)
- Chasseur / Portier
- Rooms
- Lingerie

### 2.1 Restaurants in general

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The interior areas of all restaurants are only open to hotel guests. The following requirements must be implemented:

- Closing time from 11p.m. to 6a.m.
- max. 4 persons per table (except families with children)
- Compulsory seating
- distance between tables 1.5 meters
- Prevent mixing of groups of guests with each other
- Guests are asked to wait at the entrance so that a table can be assigned to them (exception: terrace, Bar)
- No shaking hands with the guests
- Guests are asked to hang up their own wardrobe
- Disinfectant stands at all entrances, including information on correct use and our hygiene and protective measures, which guests are also asked to observe (in addition, guests are requested to refrain from visiting us if they show symptoms of illness)
- Provide masks and gloves to the guests
- Oshibori service at the Orsini and Baur by Orsini
- Communication with the guests should be kept to a minimum
- Wear cotton gloves when uncovering and serving
- No more large bread basket, but baskets per table (washable)
- Do not serve open food (butter, coffee cream)
- All food, including bread, that comes back from the tables must be disposed of
- Sugar sachets and coffee cream must also be disposed of
- Ventilation after every service
- Waiver of cash payment whenever possible
- Disinfection of food and wine lists after each handing over to the guest

- Disinfection of cash registers and door handles (control by means of cleaning checklist) several times/day
- Disinfection of the armrests after each guest
- Disinfection of the tables or replacement of the tablecloth after each guest
- Hand hygiene: always wash or disinfect hands
  - before tables are set
  - before napkins are folded
  - before cutlery is polished
  - after each clearing up
  - after each contact with dirty laundry (preferably wear gloves)
- Surface hygiene: always use a suitable agent and paper towels
- All dishes are washed at at least 50° C

Buffet: There is always only one person behind the buffet. At the end of the shift, the employee cleans and disinfects his area before the new shift starts (surfaces, coffee machine, bottle opener, handles, etc.)

In order to be able to trace infection chains, work is divided in such a way that employees are divided into groups and take turns every week. In addition, thanks to the station overview, it is possible to track which tables were served by which employees and when.

As far as the guests are concerned, the complete contact details of all hotel guests are recorded upon check-in. Thanks to table reservations and guest checks, it is possible to track where the guests have stayed. In the bar, the employee asks for the room number, which he notes down together with the time.

## 2.2 Terrace Bar

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Both internal and external guests can consume food and drinks on the bar terrace. All requirements described as under point 2.1 are also valid for this area. All guests - with the exception of children accompanied by their parents - must have their contact details recorded (name, surname, place of residence, phone number). The table number is added by the service staff.

## 2.3 Baur (breakfast)

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The following provisions apply to the breakfast service in Baur in addition to the measures listed under point 2.1:

- No buffet breakfast, everything served à la carte

## 2.4 Room Service

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The following measures must be implemented in Room Service:

- Gloves compulsory for employees (both in the office and in the rooms)
- Handing over of trays and trolleys in front of the room door to guest (no service in front of guest)
- All food and drinks are covered
- No sliced bread, only use rolls
- Trolleys and trays are disinfected after each service
- Minibar service is still offered, but a disinfectant is provided (advice to guest to use it before using the minibar or alternatively to wash hands)

## 2.5 Meeting & Events

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Events WITH an audience are allowed up to a maximum of 50 people. There is a restriction to a maximum of one third of the room capacity as well as a seat and mask wearing obligation. There is a distance of 1.5 meters between the visitors, with the seats assigned to the visitors. Any consumption is prohibited.



Events WITHOUT an audience (e.g. club meetings or business meetings) are permitted up to a maximum of 15 people. Here, too, there is a compulsory distance and mask as well as a ban on consumption. In addition, the organizer is obliged to hand over the contact details of the participants to the banquet staff immediately after the event. These are kept for 14 days and then destroyed.

The following also applies to all events:

- Hand disinfection available at the entrance
- Cloakroom: Guests are asked to hang up their coats themselves, alternatively, employees wear disposable gloves during the cloakroom duty.
- In general, employees should avoid touching guests' belongings
- Covering the microphones with protective film
- Guests are asked to bring their own writing material
- Still, the hotel will provide a set-up with writing pads, ballpoint pens and pencils, where the seminar participants can help themselves. Ballpoint pens and pencils left behind are disinfected after each seminar.
- On request and for a fee, partition walls are provided for the banquet participants as well as protective masks.
- Disinfection of technical equipment, tables and chair armrests after each meeting
- Extensive ventilation after every meeting, in the case of long-lasting events also during this time

Internal meetings are permitted without any personal restrictions - but provided that the protective measures are observed.

## 2.6 Kitchen

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In the kitchen, the HACCP concept still applies, which fulfils all requirements with regard to food safety. This concept is part of this protection concept.

## 2.7 Hotel in general

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In the public areas of the hotel, surfaces, lift buttons, door handles and banisters are disinfected several times a day. Information boards and notices on lifts, etc. are used to inform guests about the distance rule and the general rules of conduct issued by the FOPH with regard to COVID-19. Wherever possible, ventilation is provided several times a day.

The following applies to public toilets:

- Are cleaned and disinfected several times a day
- Paper towels, hand soap and disinfectant are always refilled
- Cleaning checklist with time and visa is displayed for all guests
- Closed waste paper baskets
- Blocking of urinals

Furthermore, the rule is introduced for hotel operations that a room is NOT occupied for at least 1 day after checkout.

The hygiene concept for housekeeping forms the basis for cleanliness throughout the house.

## 2.8 Front Office (Réception / Concierge)

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At the reception, a glass partition wall with pass through is installed on the counter to protect against spitting. The necessary distance between the guests is to be ensured by means of partitioning or marking. Seats in common areas are at least 1.5 meters apart. The wearing of masks is mandatory.

On arrival, the guest will be asked about his state of health. On request, we can organize an appointment for a quick test with Dr. Satz or in the Paradeplatz pharmacy.

The guest is also asked which country/region he is traveling from. If this is a country/region with an increased risk of infection according to the FOPH, he must have a negative PCR test dated less than 72 hours. Moreover, he will be advised of his obligation to quarantine for 10 days and to notify the cantonal authority within 2 days. The guest has the opportunity to carry out the quarantine in the hotel. There is a separate concept for this.

Exceptions to this quarantine obligation are under Article 8 in the Ordinance on Measures to Combat the Coronavirus (Covid-19) in the area of international passenger traffic. This includes, for example, people who work or enter Switzerland for medical reasons or were transit passengers in a state or area for less than 24 hours with an increased risk of infection.

The following measures will also be taken at the front desk:

- Oshibori service for arriving guests
- Disinfection of the suitcase at the guest's request
- Disinfectant is provided or dispensed for the guests
- Disinfection of the keys on handover to guest
- The guest is informed about the rules of conduct by means of an information sheet
- No more money exchange
- Offer of a Quick Checkout (send invoice)
- Waiver of cash payment whenever possible
- No more laying out of brochures, magazines and newspapers

The guests are only accompanied to their rooms on request. Visits to rooms should be reduced to a minimum.

Each employee has his or her own pen. Pens used by guests are disinfected after each use.

At checkout, the guest is asked to inform us if they experience symptoms after departure.

## 2.9 Chasseur / Portier

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The following applies to chasseurs and doormen until further notice:

- Employees wear fabric gloves
- Ask guest on arrival if luggage may be taken off
- Valet Parking: Employees must wash their hands or disinfect them before and after the parking service, wear disposable gloves, and disinfect the car keys after parking
- Ask guest if luggage may be collected from the room (porter)
- No company of persons visiting a hotel guest in the room
- For packages or deliveries from boutiques etc. Ask the guest if he/she would like to pick up the items at the desk

## 2.10 Rooms (Housekeeping)

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The guest rooms are cleaned and sealed after each departure. After that they are no longer entered. This way, the guest can be sure that no one has been in his room. A set of gloves, a face mask and a bottle of disinfectant will be provided in the room.

Using a QR code on a card, the guest has access to the protection concept.

Bedspreads, books and magazines have been removed. Woolen blanket and extra pillows are left in the room, but packed. If these are used by the guest, they will be washed after their departure.

Whenever possible, the room should only be entered if there is no guest in it. Personal items of the guest should not be touched. The employees wear gloves.

Please note the following for the daily maintenance cleaning of the rooms:

- 1 chambermaid / porter per room
- Change gloves after bath cleaning
- Change gloves after each room
- Disinfection after every cleaning (surfaces, telephone, remote control, buttons, light switch, coffee machine, flower vases etc.)
- Replace dishes and glasses daily
- Per room: bed linen separately in plastic bags (locked)
- Per room: bathroom linen separately in plastic bags (sealed)
- Airing rooms

However, the guest is offered to waive the daily room cleaning, bed linen change and the turndown service. At checkout the entire room is cleaned and thoroughly disinfected.

The cleaning equipment itself, the floor trolleys and the office are disinfected after each shift, waste bags are closed and taken to the container room.

## 2.11 Lingerie

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In the lingerie shop, it is imperative to keep clean and dirty linen separate (no touching clean linen after touching dirty linen).

The dirty laundry is washed at the following temperatures (Celsius):

- Guest laundry: 60°
- Bed linen: 75°
- Table linen: 90°
- Towels: 90°
- Tea towels, cleaning cloths: 90°
- Cotton gloves: 40° with disinfectant detergent

The guest laundry is packed and brought to the room. Ironing service is offered, but it is particularly important to keep hand hygiene.

## 2.12 Compulsory mask wearing for guests

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All guests are obliged to wear hygiene masks in all public areas including the entrance area (exception: children up to 12 years of age). They may be withdrawn for a short time for consumption.

This document was communicated and explained to all employees.

Signature and date:

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Rolf E. Brönnimann, General Manager